KeepnTrack Badge Printer Installation Guide

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System Requirements	Windows	Macintosh
Minimum	Windows XP SP2 (32-bit) 1 GB Free Hard Drive Space, 1 GB RAM, USB 2.0 connection Internet Explorer 8	OS 10.6 (Intel Processor) 1 GB Free Hard Drive Space, 1 GB RAM, USB 2.0 connection Safari 5.1.10
Recommended	Windows 7 or Windows 8 (32 or 64 bit) 20 GB+ Free Hard Drive Space, 2 GB+ RAM, USB 2.0 connection Internet Explorer 10 or Latest version of FireFox	OS 10.7 or 10.8 (Intel Processor) 20 GB+ Free Hard Drive Space, 2 GB+ RAM, USB 2.0 connection Safari 6 or Latest version of FireFox

COMPanion supports the two most recent versions of Internet Explorer, FireFox, and Safari. If you are uncertain that your system meets the current requirements, please contact COMPanion Technical Support at 1-800-320-5830 or support@keepntrack.com

Setting up the printer

When unpacking, verify that you have received the printer, manual, installation CD, power supply, power cord, and a USB cable.

Connect the "D"-shaped end of the USB interface cable to the connector on the rear panel of the printer. When prompted by the installation software connect the rectangular end of the cable to an available USB port on your computer.

NOTE: DO NOT CONNECT THE PRINTER TO A USB KEYBOARD OR OTHER HUB AS THE POWER SUPPLIED BY THESE DEVICES IS INSUFFICIENT.

Connect the power cable to the AC adapter; next, connect the AC adapter to the connector on the printer. Plug the power cable into a properly protected AC outlet.

NOTE: ONLY USE THE ADAPTER AND CORD THAT CAME WITH YOUR PRINTER.

The printer will automatically turn on when the power adapter is plugged into both the printer and an AC outlet.

Loading the Labels or Paper

- Use only COMPanion part number V6101 (Yellow Badge labels) or V6301 (Continuous Wide Student Pass Paper).
- Press the form-feed button to eject the protection labels.
- Open the printer by lifting the cover and remove any packing materials.

- Following the directions listed on the inside of the printer, load the labels onto the spool with the labels feeding from below, making sure that the roll is positioned tightly on the spool with no gap between the roll and the spool.
- Feed the labels into the printer, aligning the labels with the left wall of the printer and against the label guide, and press the form-feed button on the front of the printer.
- Gently close the lid.
- An error light will blink if paper nears its end or is incorrectly installed.

    Solid Blue - Power is ON and printer is ready
    Dimmed Blue - Printer is in power-saving mode
    Flashing Blue - Labels are not loaded properly or the label roll is empty

NOTE: LABELS ARE HEAT SENSITIVE! DO NOT EXPOSE TO HEAT, DIRECT SUNLIGHT, OR MOISTURE WHILE STORING.

Summary of Installation Steps

In order to use your badge printer with KeepnTrack, you must first properly install the hardware and device drivers before configuring the printer software:

1. On your computer, install the required printer software and then plug in the printer.

NOTE: DO NOT PLUG THE PRINTER INTO THE COMPUTER UNLESS PROMPTED BY THE SOFTWARE OR THE INSTALLATION PROCESS IS COMPLETE.

2. Configure the KeepnTrack Administration Settings to use a badge printer.

3. Finally, configure the KeepnTrack Kiosk to use your printer.

These steps will be covered comprehensively below.

Installing the Printer Software on Windows

Before using your badge printer, you must first install the printer software. The software can be found on the installation CD provided. Locate and **Run** the file labeled **DLS8Setup.8.x.x.exe** (Image 1).

NOTE: THE SOFTWARE COMPONENTS MAY ALSO BE DOWNLOADED FROM:
http://www.keepntrack.com/support_downloads.html

DYMO Label Setup
Welcome to DYMO Label v.8 Setup
Setup will guide you through the installation of DYMO Label v.8.
It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
Click Next to continue.
Next >
Cancel

Image 1

After reviewing the License Agreement, click **I Agree** to continue (Image 2).

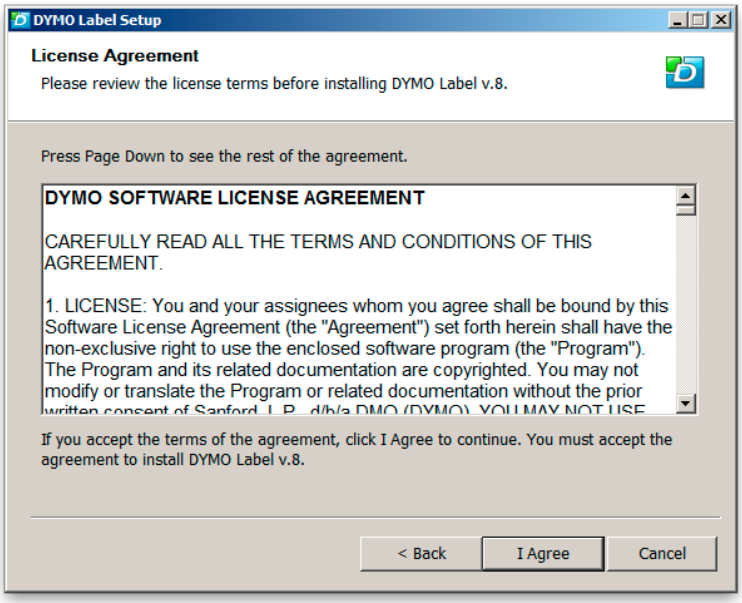
DYMO Label Setup
License Agreement
Please review the license terms before installing DYMO Label v.8.
Press Page Down to see the rest of the agreement.
DYMO SOFTWARE LICENSE AGREEMENT
CAREFULLY READ ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT.
1. LICENSE: You and your assignees whom you agree shall be bound by this Software License Agreement (the "Agreement") set forth herein shall have the non-exclusive right to use the enclosed software program (the "Program"). The Program and its related documentation are copyrighted. You may not modify or translate the Program or related documentation without the prior
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install DYMO Label v.8.
< Back
I Agree
Cancel

Image 2

Select to perform an **Express Installation** and click **Next** (Image 3).

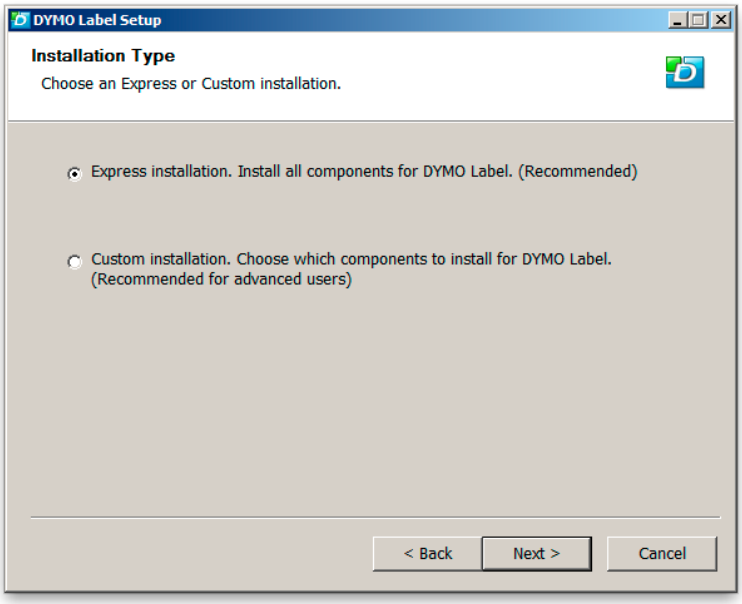
DYMO Label Setup
Installation Type
Choose an Express or Custom installation.
Express installation. Install all components for DYMO Label. (Recommended)
Custom installation. Choose which components to install for DYMO Label. (Recommended for advanced users)
< Back
Next >
Cancel

Image 3

When the installation is complete, select **Finish** (Image 4).

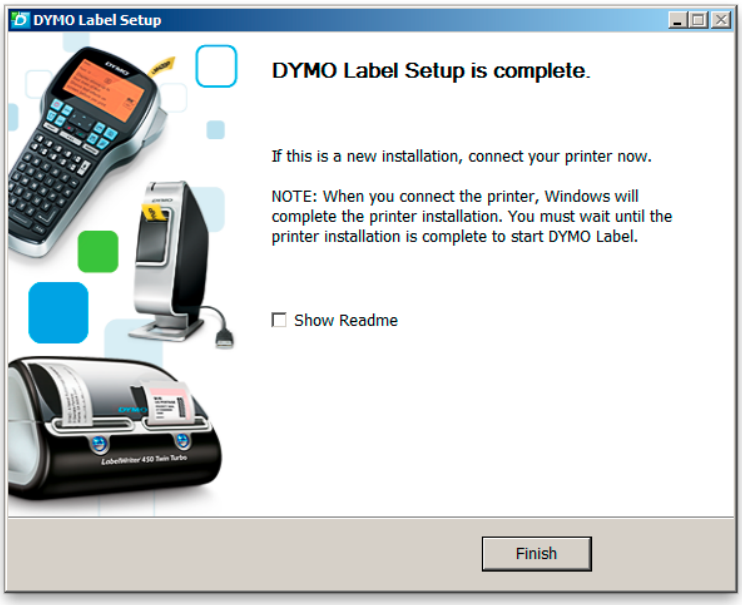
DYMO Label Setup
DYMO Label Setup is complete.
If this is a new installation, connect your printer now.
NOTE: When you connect the printer, Windows will complete the printer installation. You must wait until the printer installation is complete to start DYMO Label.
Show Readme
Finish

Image 4

Installation for Windows is now complete. Connect the USB cable from your printer to the computer and then power ON your printer. You can confirm the printer is available and installed correctly by selecting **Devices and Printers** in the

Windows **Control Panel** (Image 5). Proceed to the **KeepnTrack Configuration** section.

NOTE: IT IS ESSENTIAL THAT THE NAME OF THE PRINTER REMAIN AS IT WAS WHEN INSTALLED. DO NOT CHANGE IT. SUPPORTED NAMES ARE:
DYMO LabelWriter 400, DYMO LabelWriter 450, DYMO LabelWriter Twin Turbo

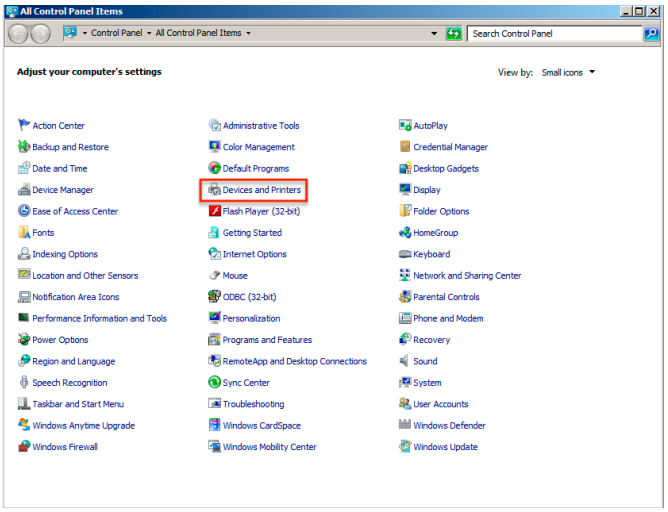

Image 5

Installing the Printer Software on Macintosh

Before using the label printer, you must first install the printer software. The software can be found on the installation CD provided. Locate and **Open** the file labeled **DLS8Setup.8.x.x.dmg**. Double-Click on the **DYMO Label v.8.pkg** file within to begin the installation (Image 6).

NOTE: THE SOFTWARE COMPONENTS MAY ALSO BE DOWNLOADED FROM:
http://www.keepntrack.com/support_downloads.html

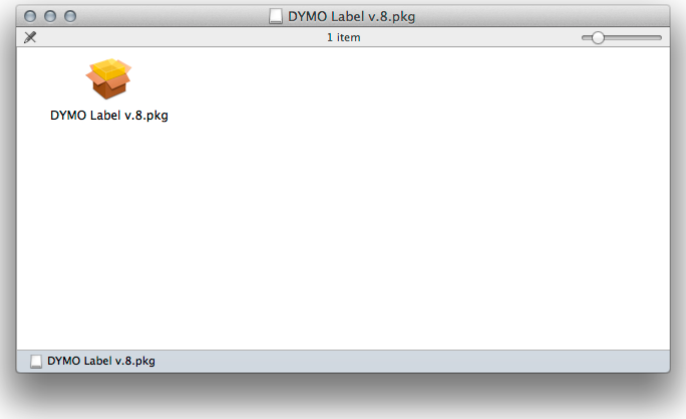

Image 6

After reviewing the Readme file and License Agreement, click **Continue** and **Agree** (Image 7).

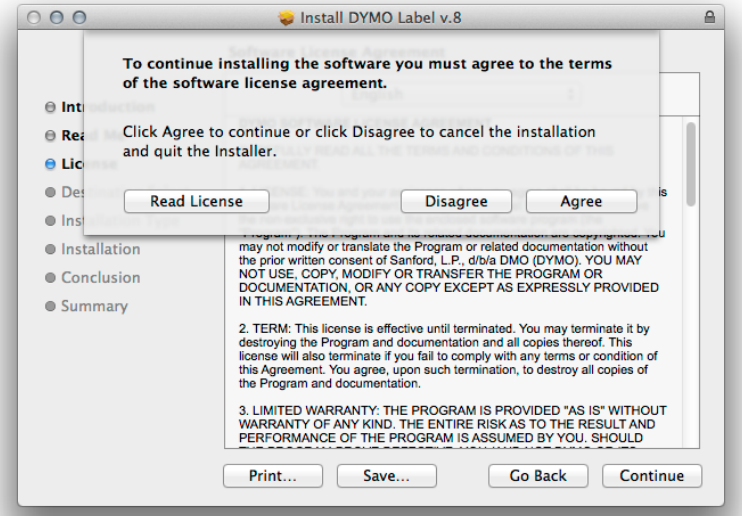
Install DYMO Label v.8
To continue installing the software you must agree to the terms of the software license agreement.
Click Agree to continue or click Disagree to cancel the installation and quit the Installer.
Read License
Disagree
Agree
Installation
Conclusion
Summary
may not modify or translate the Program or related documentation without the prior written consent of Sanford, L.P., d/b/a DMO (DYMO). YOU MAY NOT USE, COPY, MODIFY OR TRANSFER THE PROGRAM OR DOCUMENTATION, OR ANY COPY EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT.
2. TERM: This license is effective until terminated. You may terminate it by destroying the Program and documentation and all copies thereof. This license will also terminate if you fail to comply with any terms or condition of this Agreement. You agree, upon such termination, to destroy all copies of the Program and documentation.
3. LIMITED WARRANTY: THE PROGRAM IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND. THE ENTIRE RISK AS TO THE RESULT AND PERFORMANCE OF THE PROGRAM IS ASSUMED BY YOU. SHOULD
Print...
Save...
Go Back
Continue

Image 7

If prompted, you will need to enter the Name and Password for an Administrator to complete installation (Image 8).

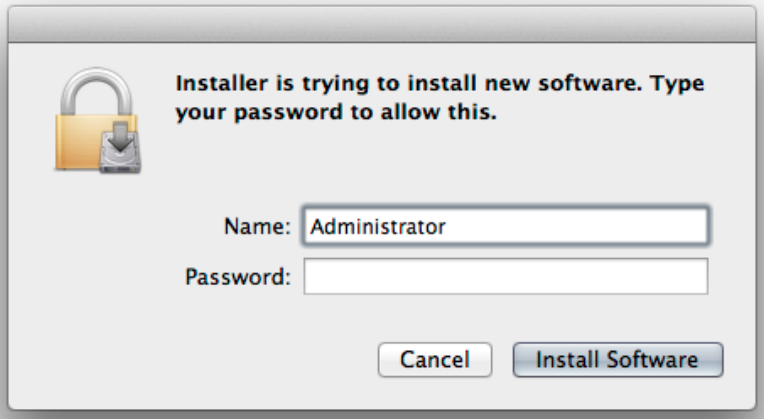

Image 8

When prompted, connect the USB cable from your printer to the computer and power ON the printer (Image 9).

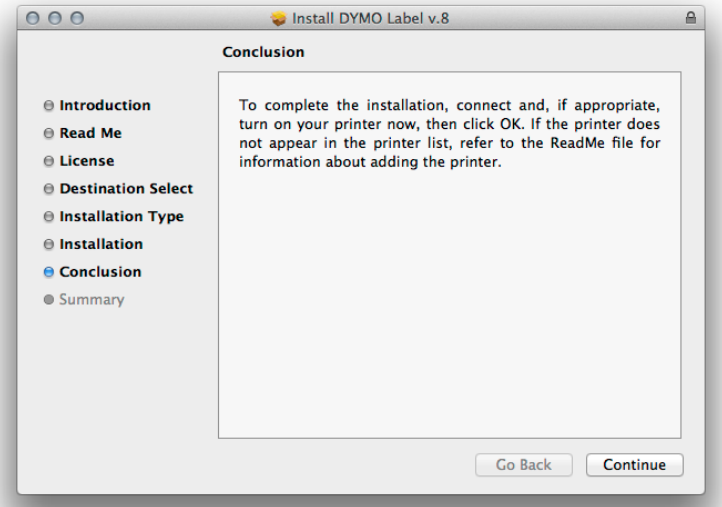
Install DYMO Label v.8
Conclusion
Introduction
Read Me
License
Destination Select
Installation Type
Installation
Conclusion
Summary
To complete the installation, connect and, if appropriate, turn on your printer now, then click OK. If the printer does not appear in the printer list, refer to the ReadMe file for information about adding the printer.
Go Back
Continue

Image 9

Installation for Macintosh is now complete. You can confirm the printer is available and installed correctly by checking the **Print & Fax** settings **found** by

selecting **System Preferences** from either the dock icon or from **Apple** drop down menu (Image 10). Proceed to the **KeepnTrack Configuration** section.

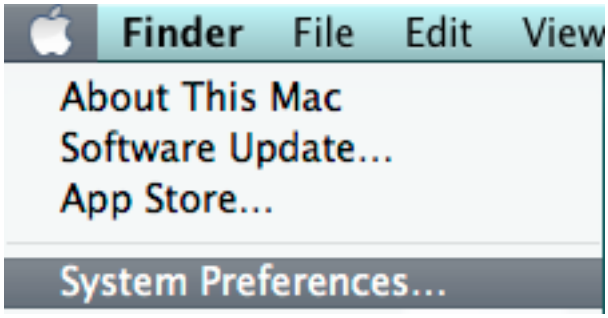

Image 10

NOTE: IN SOME VERSIONS OF OSX IT MAY BE NECESSARY TO SELECT TO 'ADD A PRINTER' FOLLOWING INSTALLATION OF THE SOFTWARE. IF THE PRINTER IS NOT LISTED IN PRINT AND FAX SETTINGS CLICK THE '+', CHOOSE THE APPROPRIATE MODEL OF DYMO LABELWRITER FROM THE LIST AND CLICK 'ADD'.

NOTE: IT IS ESSENTIAL THAT THE NAME OF THE PRINTER REMAIN AS IT WAS WHEN INSTALLED. DO NOT CHANGE IT. SUPPORTED NAMES ARE:
DYMO LabelWriter 400, DYMO LabelWriter 450, DYMO LabelWriter Twin Turbo

KeepnTrack Configuration

You will need to make a couple of changes in the KeepnTrack software to start printing badges or student slips. Begin by logging in to KeepnTrack Administration.

• To configure settings for the facilities in your account:
Click on **Preferences -> Account**. In the **Classification** section you will see options for **Volunteer**, **Student**, **Staff**, **Vendor**, and **Visitor**. For all the types of people that you wish to print badges for, check the "**Show Print Badge checkbox in Kiosk**" box then click **Save** (Image 11).

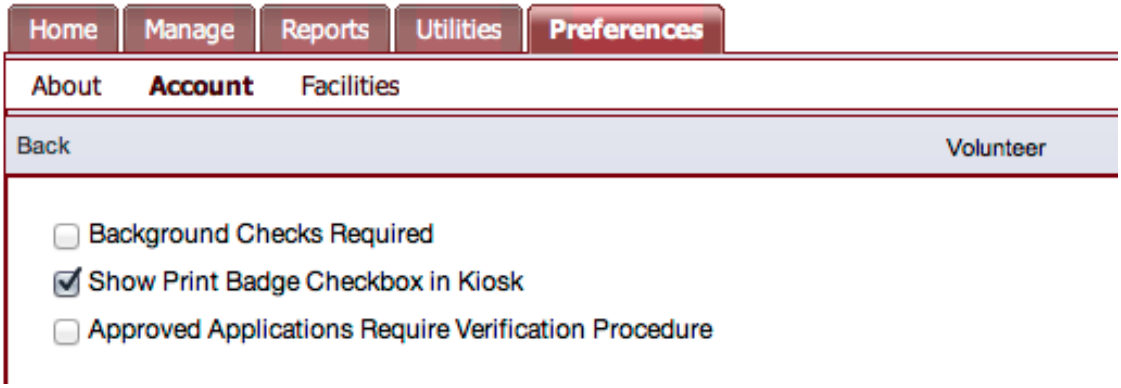

Image 11

• To configure settings for a single facility in your account:
Click on **Preferences ->Facilities** and select the desired facility in the list on the left. In the **Classification** section you will see options for **Volunteer**, **Student**, **Staff**, **Vendor**, and **Visitor**. For all the types of people that you wish to print badges for, check the **Show Print Badge checkbox in Kiosk** box then click **Save** (Image 12).

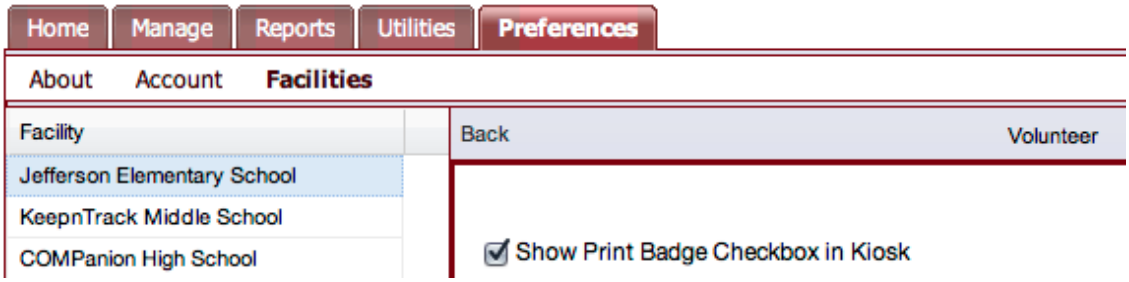

Image 12

Next, log out of **Administration** and sign into the **Kiosk.** Click the blue link at the bottom of the page that says **Printer Settings** (Image 13). If the **Kiosk** is running in **Self-Service** mode, you will be prompted for the kiosk operator password in order to access the printer settings.

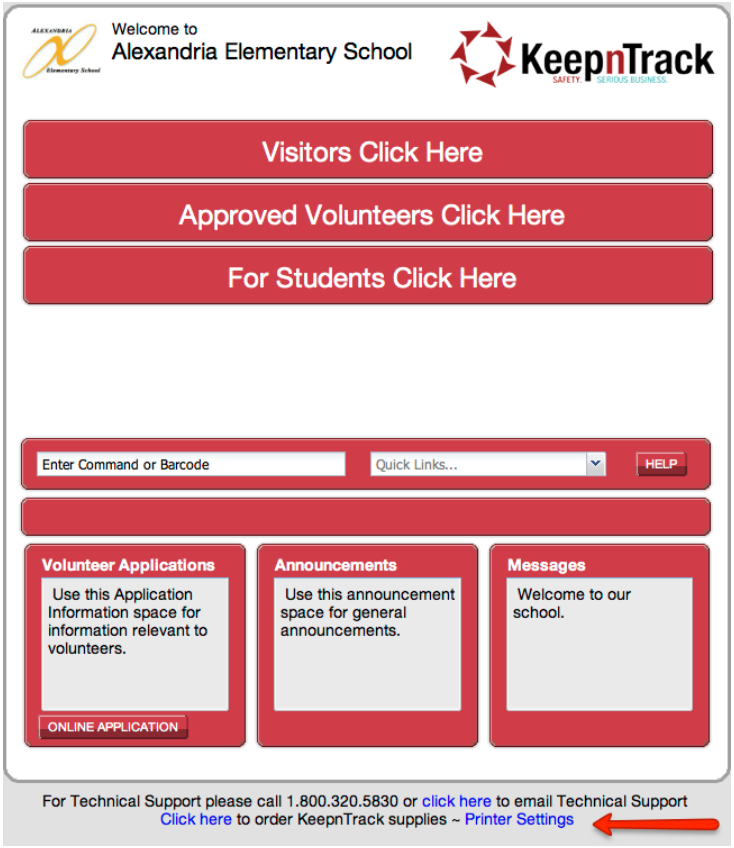
Welcome to
Alexandria Elementary School
KeepnTrack
Visitors Click Here
Approved Volunteers Click Here
For Students Click Here
Enter Command or Barcode
Quick Links...
HELP
Volunteer Applications
Use this Application Information space for information relevant to volunteers.
ONLINE APPLICATION
Announcements
Use this announcement space for general announcements.
Messages
Welcome to our school.
For Technical Support please call 1.800.320.5830 or click here to email Technical Support
Click here to order KeepnTrack supplies ~ Printer Settings

Image 13

NOTE: THE FIRST TIME AN ATTEMPT TO USE THE ADD-ON IS MADE, YOU MAY BE PROMPTED TO ENABLE IT. IF PROMPTED YOU MUST SELECT TO RUN THE ACTIVE X CONTROL FOR YOUR PRINTER TO FUNCTION WITH YOUR BROWSER (IMAGE 14).

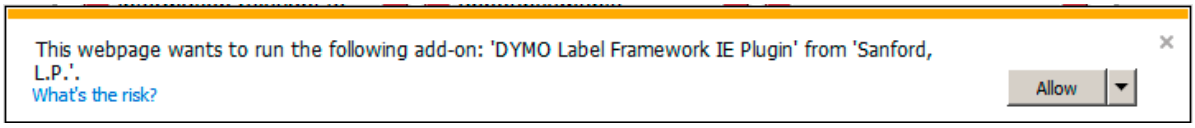

Image 14

For the **DYMO 400 or 450 Badge Printer**, select the **LabelWriter 400** option (Image 15).

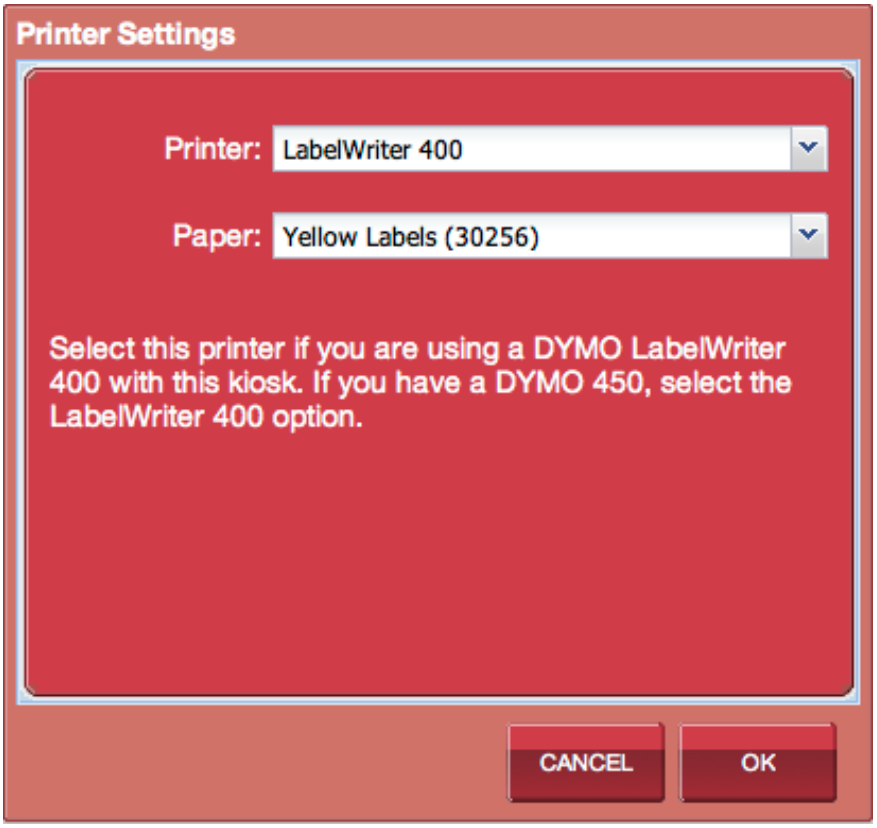
Printer Settings
Printer:
LabelWriter 400
Paper:
Yellow Labels (30256)
Select this printer if you are using a DYMO LabelWriter 400 with this kiosk. If you have a DYMO 450, select the LabelWriter 400 option.
CANCEL
OK

Image 15

You are now ready to use your badge printer with KeepnTrack.
If you need any further assistance please refer to the troubleshooting steps below or contact COMPanion Technical Support at 1-800-320-5830 or *support@keepntrack.com*

Troubleshooting Tips

Clearing Label Jams

1. Tear off any labels that have already fed through the printer.

2. Press the label release lever forward and pull the jammed label out of the label feed slot.

3. Make sure your labels are loaded properly and that the left edge of the label is aligned with the left edge of the label feed slot.

Correcting Poor Print Quality

Poor print quality is most frequently caused by one of the following:

- An old roll of labels
- Labels not obtained from COMPanion
- Labels where the thermal coating has been compromised
- A dirty print head

First, make sure you are using COMPanion labels. Do not use third-party labels because the thermal coating on other labels may have a different sensitivity. Also, the perforated holes between the labels made by other manufacturers are frequently not detectable by these printers.

If the print quality becomes faint, small dots of white appear scattered through the printed characters, or light and dark patches of printing appear, you are probably using a faulty roll of labels. Try using a different roll from a fresh box. If the second roll prints correctly, the problem is with the first roll of labels.

Another possibility is that the LabelWriter print head needs cleaning. Every LabelWriter printer comes with a cleaning card.

You can easily clean your Badge Printer using the following items:

- Lint-free cloth.
- Isopropyl alcohol, diluted dishwashing detergent, or diluted ammonia free glass cleaner.
- Small, soft brush, such as a tooth brush or child's paint brush.
- LabelWriter cleaning card.

To keep your Badge Printer working properly, you should clean it from time to time. Dusting the outside of the printer occasionally will help keep foreign matter from getting inside the printer. However, it is still a good idea to periodically perform some basic interior maintenance, such as cleaning the label path with the cleaning card.

To clean the exterior of your printer and the label roll compartment

1. Disconnect the power cord.

2. Use the lint-free cloth to wipe the exterior of the printer.

3. Remove dirt and smudges with one of the cleaning solutions mentioned above.

4. Open the top cover.

5 . Use a small, soft brush or cotton swab to whisk away paper dust and other stray particles from the inside of the printer.

6 . Remove the roll of labels and clean under the roll.

7. If you have a LabelWriter cleaning card, follow the instructions printed on cleaning card packaging.

8. Reconnect the power cord and reload the roll of labels.

Other Common Errors

- **DYMO LabelWriter 400 is not set up on this computer** or **Printer not Recognized**

-The printer is not named properly. Supported names are: DYMO LabelWriter 400, DYMO LabelWriter 450, DYMO LablelWriter Twin Turbo

- **'undefined' is not a function**

- Completely close and restart your browser. If this does not correct the error condition the browser version you are running may need to be ran in 32 bit mode.

- **Automation Server Can't Create Object** OR **To print labels or slips, you must install the most current DYMO Label Software**

- Either the current software has not been installed correctly as outlined above, the printer plugin has not been authorized in the browser, or the printer plugin has been disabled in the browsers add-on management. When you are prompted by your browser to allow the KeepnTrack Webpage to run the DYMO plugin (DLS SDK COM Library, DYMO Label Framework IE Plugin, etc.) authorize it permanently. These messages vary from browser to browser but they will all have a similar message (Image 16).

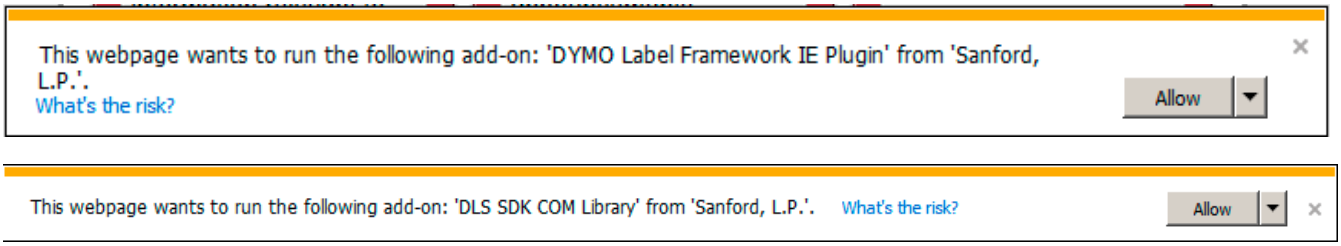
This webpage wants to run the following add-on: 'DYMO Label Framework IE Plugin' from 'Sanford, L.P.'.
What's the risk?
Allow
This webpage wants to run the following add-on: 'DLS SDK COM Library' from 'Sanford, L.P.'.
What's the risk?
Allow

Image 16

It may be necessary to visit your browsers Add-Ons management to enable the plugin if you previously disabled or disallowed it (Image 17).

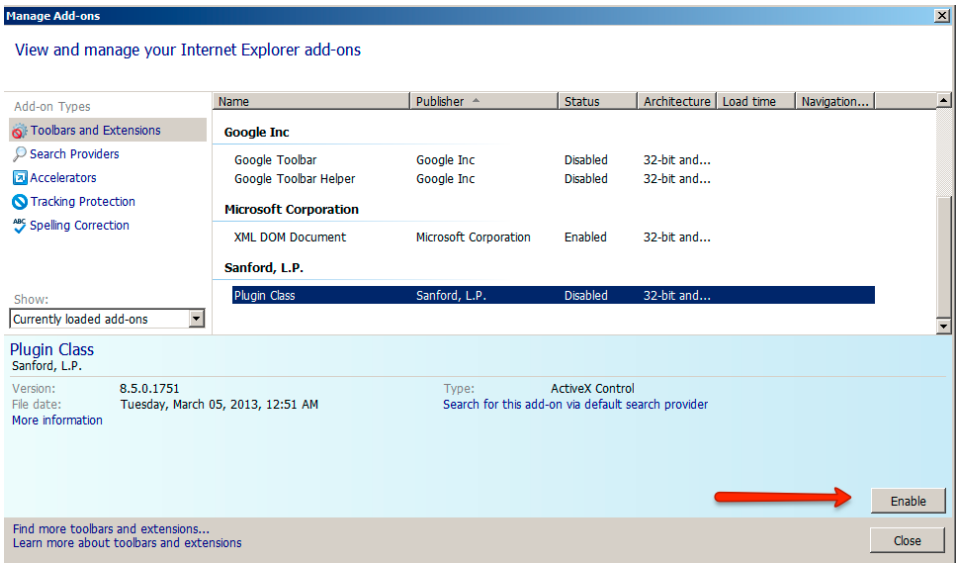

Image 17

In some cases the browser settings may be configured in such a way that it is impractical to trace them all to identify the individual setting causing difficulty. If you are experiencing errors not mentioned here or if after following the suggested troubleshooting steps you are still experiencing errors you should reset your browser settings completely. The procedures to perform this step vary with different browser versions but can generally be located within the browsers Internet Options, Tools, or Preference settings (Image 18).

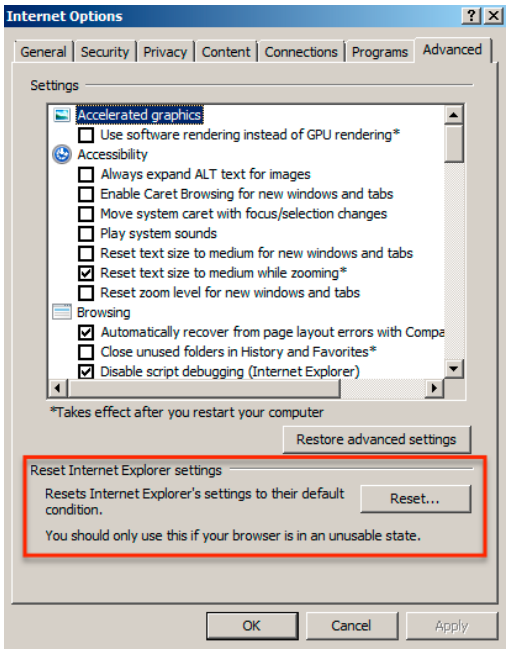
Internet Options
General
Security
Privacy
Content
Connections
Programs
Advanced
Settings
Accelerated graphics
Use software rendering instead of GPU rendering*
Accessibility
Always expand ALT text for images
Enable Caret Browsing for new windows and tabs
Move system caret with focus/selection changes
Play system sounds
Reset text size to medium for new windows and tabs
Reset text size to medium while zooming*
Reset zoom level for new windows and tabs
Browsing
Automatically recover from page layout errors with Compa
Close unused folders in History and Favorites*
Disable script debugging (Internet Explorer)
*Takes effect after you restart your computer
Restore advanced settings
Reset Internet Explorer settings
Resets Internet Explorer's settings to their default condition.
Reset...
You should only use this if your browser is in an unusable state.
OK
Cancel
Apply

Image 18